

Notice of References Cited	Application/Control No. 09/849,291	Applicant(s)/Patent Under Reexamination FRIEDLANDER ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Bobic, Michael; Davis, Eric; Cunningham, Robert; "The Kirton adaption-innovation inventory", Spring 1999, Review of Public Personnel Administration, v19n2, pp.18-31, Dialog 01991101 47253077.
	V	Siegal, Wes; Church, Allan H; Javitch, Miriam; "Understanding the management of change: An overview of managers' perspectives and assumptions in the 1990s", 1996, Journal of Organizational Change Management, v9n6, pp.54, Dialog 02421844 117542643.
	W	Chow, Chee W; Ganulin, Denise; Haddad, Kamal; "the balanced scorecard: A potent tool for energizing and focusing healthcare organization management", May/June 1998, Journal of Healthcare Management, v43n3, pp.263-280, Dialog 01654930 03-05920.
	X	Mani, Bonnie G; "TQM Management development in public agencies using the Myers-Briggs type indicator and the adjective check list: A retrospective case study in the IRS", Fall 1996, Review of Public Personnel Administration, v16n4, pp.79-96, Dialog 01348

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/849,291	Applicant(s)/Patent Under Reexamination FRIEDLANDER ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Schuster, Frederick E; Morden, D Larry; Baker, Thomas E; "Management practice, organization climate and performance: A exploratory study", June 1997, Journal of Applied Behavioural Science, v33n2, pp.209-226, Dialog 01437514 00-88501.
	V	Abraham, Morris; Crawford, John; Carter, David; "Management decisions for effective ISO 9000 accreditation", 2000, Management Decision, London, Vol. 38, Iss. 3, P.182(12), ProQuest ID 254419231.
	W	Stivers, Bonnie P; Joyce, Theresa; "Building a balanced performance management system", Spring 2000, SAM Advanced Management Journal, Vol. 65, Iss. 2, pp.22(8), ProQuest ID 53387429.
	X	Bonvillian, Gary; Pearse, Robert F; "Applying change leadership course skills", Spring 2000, Compensation and Benefits Management, New York, Vol. 16, Iss. 2, p.23(14), ProQuest ID 52891307.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.